

In Your Community



The expansion project is anticipated to be completed in 2022, adding:

- 40 all-private patient rooms
- 13-bed outpatient care unit
- 11-bed post-acute care unit
- 21 emergency department bays



Our Service Area

7K Providers

29 Hospitals

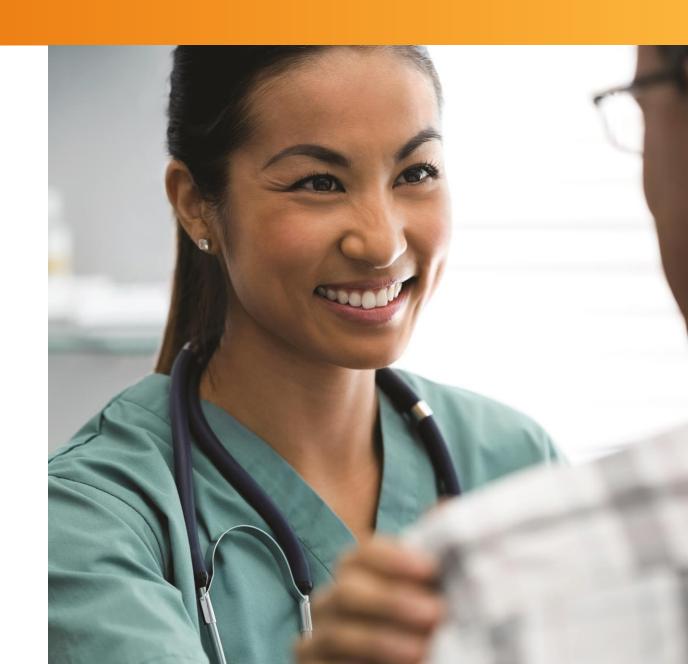
15 Counties



A Trusted Partner

The Primary Care Physician (PCP)

- Members may select a PCP for each covered family member at enrollment; if not, one will be assigned to each member
- PCPs refer members, as needed, for specialty care, X-ray, laboratory and other medical services
- PCPs are affiliated with a medical group and make referrals to specialists within the same medical group



Provider Search

Find providers at <u>sutterhealthplus.org/providersearch</u>

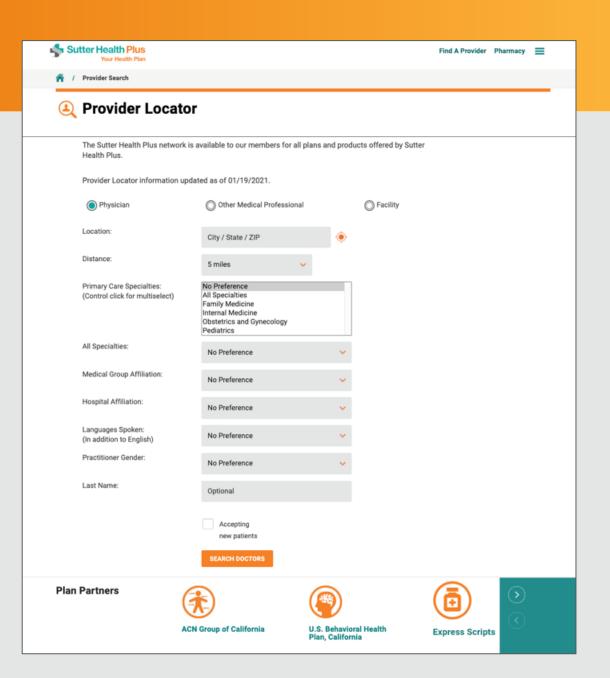
Search for:

- PCPs and Specialists
- Hospitals and Urgent Care Facilities
- Walk-In Care
- Acupuncture Providers*

Plan Partners

Search for:

- Acupuncture or Chiropractic Providers**
- Behavioral Health Providers
- Pharmacies
- Vision Providers**



^{*}Search providers for medically necessary acupuncture services.

^{**}Optional benefits when elected by your employer. For more information, please refer to Sutter Health Plus combined Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix to determine coverage and cost.

Steps to Help Members During the Pandemic

Sutter Health Plus is committed to supporting members as they access needed care

- No cost share for covered services related to screening and testing for COVID-19 until further notice
- No cost share for COVID-19 vaccination, even if the vaccine is administered over more than one injection
- As always, members who are experiencing severe symptoms or think they have a medical emergency, should call 911 or go to the nearest hospital

For the most up-to-date information, visit <u>sutterhealthplus.org/covid-19-coverage-and-cost</u>



Your Safety Matters

Our provider network is taking extra precautions every day to help keep patients, staff and providers safe, including:

- Screening by phone, entrance and offering contactless check-in
- Isolating patients with COVID-19 symptoms
- Requiring face masks
- Physical distancing
- Sanitizing surfaces and equipment daily and between patient visits

For details, visit <u>sutterhealth.org/safety-steps</u>



Same-day Care

Choose from a virtual or in-person visit, depending on your healthcare needs.	Video Visit with a Sutter Provider through My Health Online (MHO)	Video Visit with your Primary Care Physician (PCP)*	Walk-In Care
	Telehealth Cost Share"	Telehealth Cost Share"	Walk-In Care Cost Share''
Cold or Flu***	②	Ø	0
Ear or Sinus Infection	•	O	0
Rash or Pink Eye	•	•	Ø
Sore Throat or Fever***	0	Ø	0
Seasonal Allergies	Ø	Ø	0
Complex Health Issues		Ø	•
Minor Bleeding or Cuts			•



- * Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or
- you're a new patient, please contact your PCP's office for video visit options.

 ** Refer to the Sutter Health Plus combined Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix to determine coverage and cost.
- *** Members experiencing symptoms of fever, cough, sore throat, muscle or body aches, headache, fatigue, or shortness of breath, please request a video visit through MHO.

Video Visits



Available through My Health Online (MHO)

- Video visits with a PCP are available to members ages three months and older. Check with your PCP on availability and hours.
- Video visits for all members ages 18 months and older daily from 8 a.m. to 8 p.m. with a provider at Sutter.

Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCPs office for video visit options.

Sutter Walk-In Care

Convenient locations for everyday illnesses and health needs

- Colds/flu*, ear or sinus infections, sore throat or fever*, seasonal allergies, immunizations, and upper respiratory infections*
- Same cost to members as a primary care visit visits cost, and may be less, depending on your plan design
- Open 7 days a week, 8 a.m. to 8 p.m. including most holidays
- Same-day scheduling or walk right in



Urgent and Emergency Care



Sutter Health Plus covers emergency services and urgent care worldwide

Members can access emergency and urgent care when they need it without a referral

For a list of in-network urgent care locations, visit sutterhealthplus.org/urgent



Referral and Prior Authorization

Many covered services, including visits to a specialist, require a referral and prior authorization from the member's medical group.

The medical group must give prior authorization for a member to see a provider or obtain services and supplies from providers outside the medical group's network.



Members can self-refer for OB/GYN within their medical group for routine or annual exams.



Pharmacy Benefits



Sutter Health Plus partners with Express Scripts® for pharmacy benefits

- Mail order pharmacy service through Express Scripts PharmacySM
- Pick up a 90-day supply of your maintenance drugs at a participating retail pharmacy with the Smart90[®] program
- Specialty pharmacy through Accredo®
- Access the Express Scripts Member Portal to find a network pharmacy, compare drug prices, order refills, and view the Sutter Health Plus Formulary
- Learn more at <u>sutterhealthplus.org/pharmacy</u>



Behavioral Health



Mental health, behavioral health and substance use disorder (MH/SUD) services provided by U.S. Behavioral Health Plan, California (USBHPC)

- Members do not need a referral for office visits and can search for providers directly through USBHPC
- Appointments available in-person or through secure virtual visits with select providers
- Visit <u>sutterhealthplus.org/providersearch</u> and navigate to Behavioral Health under Plan Partners
- Members also have access to Sanvello—an app that offers on-demand help for stress, anxiety and depression—at no cost.



Nurse Advice Line



24/7 telephone access to registered nurses for medical questions or concerns

- Helps determine the right level of care for a member's health needs
- Provides home care tips for minor injuries and illnesses



Member Resources

Sutter Health Plus offers a variety of no-cost programs and resources to help members maintain a healthy lifestyle and improve health conditions.



No Cost Share Preventive Care Services



Sutter Health Plus covers a variety of preventive care services, when provided by a participating provider, at no out-of-pocket cost, including:

- CDC-recommended immunizations for routine use in children, adolescents and adults
- Hearing exams and screenings
- Routine preventive imaging services
- Family planning counseling, methods and consultations
- Routine physical exams
- Smoking cessation interventions, including drugs and counseling



No Cost-Share Preventive Prescriptions



Sutter Health Plus covers a variety of preventive care medications, when prescribed by a participating provider, at no out-of-pocket cost, including:

- Vitamins in conjunction with fluoride and fluoride supplementation for children
- Aspirin for members of certain ages or with certain conditions
- FDA-approved birth control products
- Smoking cessation products
- Breastfeeding supplies, equipment (including breast pumps), support and counseling
- Folic acid for women considering pregnancy or who are pregnant



Sutter Health Plus Health and Wellness



Health Coaching Program for healthy weight, tobacco cessation and stress management



Integrated Care Management for heart failure and diabetes



Health and Wellness site including a personal health assessment and 12 action plan modules



24/7 Nurse Advice Line for medical questions or concerns to help members determine the right level of care



Wellness Page for health and wellness tip sheets, health maintenance guidelines, and live and recorded webinars

Learn more at <u>sutterhealthplus.org/wellness</u>



Welcoming New Members

- Member ID cards are mailed within a few days after member is enrolled
- The Welcome Book, containing important information and resources to help members navigate their healthcare, is mailed to members
- New welcome calls* are made within the first month of enrollment to review benefit information, answer questions or coordinate provider appointments

*If a phone number is provided upon enrollment

WELCOME BOOK

Renewing Members

- Renewing members receive a Welcome Back! mailer for convenient access to important health plan information
- Member ID cards are only issued for new members, member name changes, PCP changes and to replace lost cards, not at each renewal

Welcome

Thank you for choosing Sutter Health Plus as your trusted health plan partner. For your convenience, you can go online to access important and helpful information about your health plan.



BENEFIT DOCUMENTS

shplus.org/memberportal (registration required) Benefit and Coverage Matrix (BCM)

- Information about your cost sharing for covered benefits
- Evidence of Coverage and Disclosure Form (EOC) Information about your covered benefits; how to get primary, specialty, hospital, emergency, after-hours, behavioral health and out-of-network care; how to submit claims; how we evaluate new technology for inclusion as a covered benefit; and more
- Summary of Benefit and Coverage (SBC) Information about your benefits, including covered and non-covered services, in-network and out-of-network services, and cost-sharing information

MEMBER REFERENCE GUIDE

shplus.org/memberportal (registration required)

A brief overview of key information to help you use your health plan benefits and the resources available to you, and inform you of your rights and responsibilities as a member.* Use the guide to quickly find out how to access providers, services and health and wellness programs. The

- Grievance Form* and instructions for filing a complaint or appeal and requesting independent medical review
- Information for enrolling in complex case management
- Notices about covered benefits in connection with a mastectomy, language assistance,* nondiscrimination,*
- Program descriptions for quality improvement and utilization management and a statement about your

sutterhealthplus.org/pharmacy

 Learn about your pharmacy benefits, including how to access benefits, request authorizations for drugs with restrictions or limitations, view drugs and cost share tiers on the formulary, and more

HEALTH AND WELLNESS

shplus.org/memberportal (registration required) Complete or access your health risk assessment and learn about our programs for health coaching, disease management, complex case management, and more

PROVIDER DIRECTORY sutterhealthplus.org/providersearch

 Search for network doctors, hospitals, urgent care, walk-in care, and other providers

To request print copies of forms and documents or if you have questions about your benefits, pleas contact Sutter Health Plus Member Service Member Services is available 8 a.m. to 7 p.r

1-855-315-5800

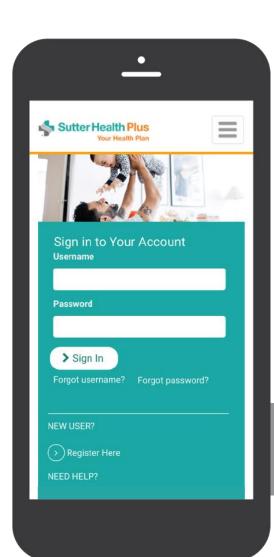
We look forward to continuing a long

sutterhealthplus.org/contact

and healthy relationship with you.

Also available pre-login on the Sutter Health Plus website at sutterhealthplus.org

Member Portal



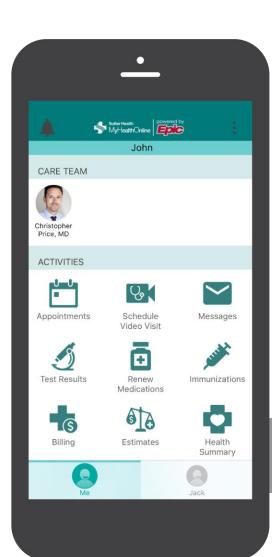
With the Sutter Health Plus Member Portal members can:

- View, print or request member ID cards
- Change primary care physicians
- View eligibility, benefits, copays or coinsurance, account balances and deductibles
- Update member portal profile

Responsive technology allows access from a smartphone, computer or tablet



My Health Online



With My Health Online members can securely:

- Schedule appointments online
- Sign up for text reminders and Fast Pass
- Request prescription refills
- Schedule a video visit
- Email doctors' offices
- View lab and most test results
- Access medical records, including the After Visit Summary

Online App available in Apple Store or Google Play



Your Benefits for 2021-2022

Traditional HMO ML42

- No deductibles
- \$10 copay plan for PCP, specialist or chiropractic visits
- \$10 copay for urgent care previously \$15
- Includes infertility and chiropractic benefits as a rider

Hospital Services DHMO ML21

- Deductible for hospital, outpatient and emergency services
- \$20 copay plan for PCP, specialist or chiropractic visits
- Includes infertility and chiropractic benefits as a rider

Deductible-First HD08 (HSA-Compatible HDHP)

- Deductible applies to all services except preventive*
- \$20 copay per visit for PCP and specialist visits after the deductible is met
- Does not include infertility and chiropractic benefits

*The deductible will be waived for drugs and services listed in the Internal Revenue Service Notice 2019-45 for the specified diagnoses. Applicable copayments or coinsurance will apply. Please refer to https://www.irs.gov/pub/irs-drop/n-19-45.pdf for details.



Health Plan Benefits

	Traditional HMO Plan ML42	Peak ML21 HMO	Vista HD08 HDHP HMO
Annual Out-of-Pocket Maximum			
Self-only / Individual member of a family	\$1,500	\$3,000	\$3,000
Family	\$3,000	\$6,000	\$6,000
Deductible			
Self-only / Individual member of a family	\$0	\$1,000	\$1,500 /\$2,800
Family	\$0	\$2,000	\$3,000
Professional Services			
Primary care office visit / specialty office visit	\$10 per visit	\$20 per visit	\$20 per visit*
Outpatient Services			
Outpatient surgery facility fee	\$10 per visit	20% coinsurance*	\$20 per visit*
Diagnostic and therapeutic imaging (X-rays) and testing	No charge	\$10 per procedure	\$10 per procedure*
Radiological/nuclear imaging (CT/PET scans, MRIs)	No charge	\$50 per procedure	\$50 per procedure*
Laboratory tests	No charge	\$20 per visit	\$20 per visit*



Health Plan Benefits continued

	Traditional HMO Plan ML42	Peak ML21 HMO	Vista HD08 HDHP HMO
Hospitalization Services			
Hospitalization facility fee	No charge	20% coinsurance*	\$250 per day up to 5 days per admit*
Emergency and Urgent Care Services			
Emergency room services	\$50 per visit	20% coinsurance*	\$100 per visit*
Urgent care	\$10 per visit	\$20 per visit	\$20 per visit*
Outpatient Behavioral Health			
Office visit – Individual	\$10 per visit	\$20 per visit	\$20 per visit*
Office visit – Group	\$5 per visit	\$10 per visit	\$10 copay*
Infertility**			
Infertility services	50% coinsurance	50% coinsurance	Not covered
Chiropractic**			
Chiropractic services (up to 20 visits per year)	\$10 copay	\$20 copay	Not covered

^{*}After deductible has been met



^{**}Coinsurance does not apply to the annual out of pocket maximum

Health Plan Benefits continued

	Traditional HMO Plan ML42	Peak ML21 HMO	Vista HD08 HDHP HMO			
Prescription Drugs at Outpatient Retail Pharmacies (up to a 30-day supply per prescription)						
Tier 1	\$5 copay	\$10 copay	\$10 copay*			
Tier 2	\$10 copay	\$30 copay	\$30 copay*			
Tier 3	\$20 copay	\$60 copay	\$60 copay*			
Tier 4 (Specialty medications available through Accredo®)	\$20 copay	20% coinsurance up to \$100 per prescription	20% coinsurance up to \$100 per prescription*			
Prescription Drugs Filled through Mail Order (up to a 100-day supply per prescription)						
Tier 1	\$10 copay	\$20 copay	\$20 copay*			
Tier 2	\$20 copay	\$60 copay	\$60 copay*			
Tier 3	\$40 copay	\$120 copay	\$120 copay*			



^{*}After deductible has been met
This is only a summary. In the event of any discrepancies in information, the SHP Evidence of Coverage
(EOC) and incorporated Benefits and Coverage Matrix (BCM) determine coverage and costs.

Getting Help



Member Services can help with any request, including questions about coverage

- Call **855-315-5800**, Monday through Friday, 8 a.m. to 7 p.m.
- Or, visit <u>http://sutterhealthplus.org/contact</u>

